

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark(if any)	NPCI Response
0	Generic Question	0	0	Rupay Lounge Access Program	The lounge should be for exclusive Rupay card program or Rupay card along with the other card		This RFP is for providing access to the common lounges available at the airports, and doesn't include RuPay Exclusive Lounge Program
1	RFP	8	2.3	Cost of the RFP	Any Security Deposit	IF SD then any refundable deposit	No Security Deposit
2	RFP	10	3.1	Scope of Work	IF Bidder can participate for particular lounge or need to participate for all the lounges	For Ex - only for Airport Lounge	For Domestic Lounge Program, bidder needs to have presence on the lounges mentioned in Annexure H and for International Lounge Program, bidder needs to have presence in the countries mentioned in Annexure K
3	RFP	10	3.1.3	Through UPI	Through UPI QR code for RuPay Credit Card holders at Indian airports and railway stations (to be developed in case if not ready within mutually agreed timelines)	Please define this clause further for better understanding	Currently the domestic Lounge access is provided by checking the card using a POS machine. While CC on UPI feature is available for RuPay credit cards, the bidder needs to enable/develop the facility of providing lounge access by scanning the UPI QR code/API Based instead of POS machines. This will be an additional way of accessing the Domestic Lounges, which should be available at Go-Live date(preferable) or as per agreed timelines between NPCI & L1 bidder
4	RFP	12	4.2	Technical	Any Additional charges for technology support or it should be part of the rate quote for the paxes		There should not be any rates quoted other than the ones asked in Annexure I and Annexure L
5	RFP	22	8.5	Payment Terms	Payment Timeline not mentioned	for Ex - 15 days or 30 days post submission of tax invoice	The same will be mutually agreed with the L1 vendor during the time of execution of agreement
6	RFP	23	8.6	SLA Deliverables	The Bidder shall build & operate an application to be used by RuPay Cardholders to avail the benefits under the program	Any specific requirement to be build	It is not mandatory and will be discussed post L1 selection
7	RFP	24	8.14 & 8.15	Photographs	branding	what kind of branding	Branding here refers to the fact that every Lounge displays the brands whose cards are acceptable for access. However, the bidders are free to provide creative ideas of making the RuPay brand more visible at all the applicable lounges
8	RFP	24	8.16	NPCI Endeavor	support NPCI's endeavor of enabling technological advancements under the said program, from time to time	Further clarity for enabling technical advancements required	As and when NPCI develops a new technology(e.g. Access via UPI QR Code) or requests for a technological buildup with the vendor for improving the lounge experience of the RuPay card holders, the vendor should be supportive of the same
9	RFP	24	8.7	Price	Rate lock in period for 24 months	YES/NO	The lock-in period is 18 months.All bidders to take note of the same.
10	RFP	24	8.7	Price	For 3rd year will the rate mutually agree or need to quote the rate now		Any price variations at any point of time should be mutually agreed between NPCI and the vendor

11	RFP	26	8.12	Renewal	Renewal for further 3 year excluding the contract period or including the contract period it mentioned as 3 year		RFP is valid for 3 years and contract might be renewed every year or as per NPCI's discretion
12	RFP	27	8.14	Termination	Can the Service provider or aggregator terminate the contract in case dictate by AAI Authority		As per Clause 8.16